Financial Services Division
Fort Worth, Texas
Serving the Public Buildings Service

Frequently Asked Questions

1. Where do I send my invoice or refunds?

Online invoicing through Web Vendor is the preferred method of invoice receipt. Please visit https://finance.ocfo.gsa.gov/ to create a Web Vendor account.

Mail invoices or other receipts as indicated below:

Invoice and Refund Guidance			
Utility Invoices (PBS)			
Delivery Method	**PO Box Number**		
Regular US Mail *No UPS or FedEx can be delivered to this Address	GSA c/o MetTel PO Box 3959 New York, NY 10008		
All Other PBS Accounts Payable Invoices and General Correspondence			
Delivery Method	**PO Box Number**	**Delivery Method**	**Physical Mailing Address**
Regular US Mail *No UPS or FedEx can be delivered to this address	GSA PO Box 17181 Fort Worth, TX 76102-0181	Overnight Mail	GSA 819 Taylor Street Room 11B Fort Worth, TX 76102
Miscellaneous Collections / Refunds (PBS)			
Delivery Method	**PO Box Number**	**Delivery Method**	**Physical Mailing Address**
Regular US Mail (Lockbox) *No UPS or FedEx can be delivered to this Address	GSA P.O. Box 6200-28 Portland, OR 97228-6200	Overnight Mail	U.S. Bank Attn: Govt lockbox - GSA #6200-28 17650 NE Sandy Blvd. Portland, OR 97230
Reimbursable Work Authorization (RWA) Collections (PBS)			
Delivery Method	**PO Box Number**	**Delivery Method**	**Physical Mailing Address**

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Regular US Mail (Lockbox) *No UPS or FedEx can be delivered to this address	Reimbursable Work Authorizations P.O. Box 6200-30 Portland, OR 97228-6200	Overnight Mail	U.S. Bank Attn: Govt lockbox - GSA #6200-30 17650 NE Sandy Blvd. Portland, OR 97230

2. How soon will I get paid?

Invoices are paid according to the Prompt Payment Act of 1988. Once we receive your invoice and your work has been accepted by the service office, your payment will be processed according to the contract terms (i.e. 30 days after receipt of the invoice or 30 days after the work is accepted-whichever is the later date).

3. Do I need a password?

Yes, once you register in Web Vendor you will be assigned a User ID. The User ID will be emailed to you within 1-2 business days after registering. After you receive a User ID, you will create your own password. If you have multiple Tax Payer Identification Numbers (TIN), you will need to register each TIN separately and receive a User ID for each TIN.

4. How do I reset a password?

Once you have registered in Web Vendor you will be assigned a User ID. If you do not remember your password for the specific User ID, you can go to https://finance.ocfo.gsa.gov/ and reset your password by using the RESET OR CHANGE PASSWORD option on the Web Vendor sign in page. If you are having trouble using Microsoft Edge, please try using Chrome.

5. How do I receive email notifications when my payment is scheduled?

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GSA uses the U.S. Treasury's Invoice Processing Platform (IPP) to facilitate payment notifications to their vendors. You must be enrolled in IPP to receive GSA's payment notification.

If you are enrolled in IPP and need to update your settings for notification, you may contact the IPP helpdesk at IPPCustomerSupport@fiscal.treasury.gov or (866) 9733131.
If you are not enrolled or are unsure if you are enrolled in IPP, please contact our Customer Support Team at FW-CustomerSupport@gsa.gov or 1-800-676-3690.

6. How can I find out if an invoice has been paid or research the payment history on an order?

Payment Search, an on-line tool that vendor's can access on the Web Vendor home page, can be used to obtain the status of processed invoices. Payment status on a single invoice or the payment history on a purchase order is available for current and prior years. Searches can be performed by purchase order number, amount, or invoice number.
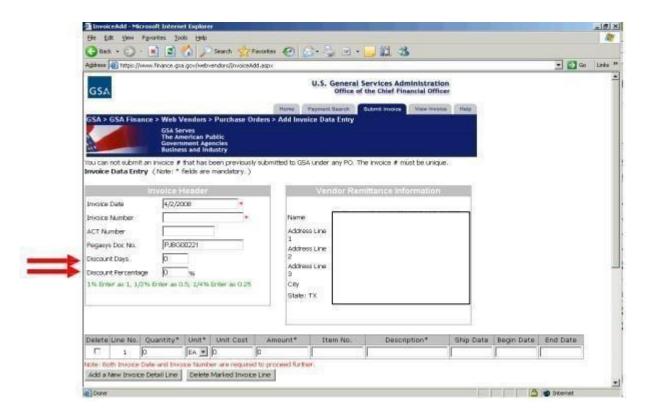
7. What if I have questions about a payment or my invoice?

Preferred Method: Send an email to FW-CustomerSupport@gsa.gov. Or call the Customer Support number at 1-800-676-3690. When emailing Customer Support, please provide your TIN, DUNS, PDN (PO Doc Number beginning with a PJ, EP, PS, PN, EN, 1B, RB, or EK), Vendor Name and DBA (if available), as well as, any other pertinent information. If you are unaware of this information, please attach a copy of your GSA Contract. We will attempt to return your call or email within 1 to 2 business days.

8. How can I get paid quicker?

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- Follow contract terms for invoicing instructions and requirements. Maintain communication with service office to assure prompt acceptance of goods or services.
- Offer cost effective discounts. See #9 below.
- Business name and remit to address on invoice must match the contract EXACTLY.
- Maintain current SAM registration. We cannot pay you if your registration has expired. Go to www.SAM.gov.
- Maintain accurate banking information in SAM.
- Invoice electronically at https://finance.ocfo.gsa.gov/ (include discount terms).
- Include ACT#/PDN# from block 4 of your contract on all invoices and correspondence.

9. How do I input a discount on an electronic invoice?

Questions? Email **FW-CustomerSupport@gsa.gov**